GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:637
ANSWERED ON:03.03.2008
INCREASE IN COMPLAINTS OF BSNL SERVICES
Bhagora Shri Mahavir

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the complaints regarding incorrect billing, lesser number of towers, frequent disconnection, issuance of large number of SIM Cards, disturbance in voice etc. in Bharat Sanchar Nigam Limited (BSNL) services have increased in comparison to the last year;

(b) if so, the details thereof;

(c) whether there is a wide difference between targets of issuing new connections and achievements due to these problems;

(d) if so, the details thereof; and

(e) the number of Basic and Mobile Telephone connections surrendered by the subscribers during the last three years as on date, State-wise?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) No, Sir. In general, such complaints have not increased in comparison to those of last year.

(b) Does not arise in view of (a) above.

(c) No, Sir.

(d) Does not arise in view of (c) above.

(e) Information is being collected.